

[54] ACD MANAGEMENT INFORMATION SYSTEM

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[57] ABSTRACT

There is disclosed an ACD management information system which tracks attendant work performance without regard to the actual station at which the attendant is operating. The system also monitors non-ACD work states and provides individualized status reports based upon temporarily stored limit criteria. A real time display of system performance is provided to a supervisor in a manner which allows for immediate rearrangement of the system without resort to other data. The displayed data includes split handling information, and call abandon information, trunk busy information and work state information.

15 Claims, 18 Drawing Figures

